

**Safety Attribute Inspection (SAI) Data Collection Tool**  
**3.1.2 Flight Attendant Duties / Cabin Procedures (OP)**

**ELEMENT SUMMARY INFORMATION**

**Purpose of This Element** (Certificate Holder's responsibility):

- To ensure the safety of all cabin occupants during ground and flight operations.

**Objective** (FAA oversight responsibility):

- To determine if the Certificate Holder's Flight Attendant Duties / Cabin Procedures process meets all applicable requirements of the Federal Aviation Regulations and FAA policies.
- To determine if the Certificate Holder's Flight Attendant Duties / Cabin Procedures process incorporates the System Safety Attributes.
- To identify any shortfalls in the Certificate Holder's Flight Attendant Duties / Cabin Procedures process.

**Specific Instructions:**

- Intentionally left blank

**SUPPLEMENTAL INFORMATION**

**Specific Regulatory Requirements (SRRs):**

- SRRs:
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(24)
  - 121.135(b)(3)
  - 121.306(a)
  - 121.306(b)(1)
  - 121.306(b)(2)
  - 121.306(b)(3)
  - 121.306(b)(4)
  - 121.306(b)(5)
  - 121.333(a)
  - 121.333(d)
  - 121.333(f)
  - 121.337(c)(2)
  - 121.391(a)

121.391(d)  
121.393(a)  
121.393(b)  
121.393(b)(1)(i)  
121.393(b)(1)(ii)  
121.393(b)(1)(iii)  
121.393(b)(2)  
121.393(b)(3)  
121.542(b)  
121.542(c)  
121.549(b)  
121.570(a)  
121.570(b)  
121.571(a)  
121.571(a)(1)(i)  
121.571(a)(1)(ii)  
121.571(a)(1)(iii)  
121.571(a)(1)(iv)  
121.571(a)(1)(v)(A)  
121.571(a)(1)(v)(B)  
121.571(a)(1)(v)(C)  
121.571(a)(1)(v)(D)  
121.571(a)(2)  
121.571(a)(3)  
121.571(a)(4)  
121.571(c)  
121.573(a)  
121.573(b)  
121.573(c)  
121.573(d)  
121.576  
121.577  
121.577(a)  
121.577(b)  
121.577(c)  
121.577(d)  
121.580

**Related CFRs & FAA Policy/Guidance:**

- Related CFRs:
  - 121.135(b)(10)
  - 121.135(b)(11)
  - 121.135(b)(18)
  - 121.137(b)
  - 121.309(b)(1)
  - 121.309(b)(2)
  - 121.397(a)
  - 121.397(b)

121.574(a)  
121.574(a)(7)  
121.574(b)  
121.574(c)  
121.575(b)(1)  
121.575(b)(2)  
121.575(b)(3)  
121.575(c)  
121.575(d)

- FAA Policy/Guidance:
  - FSAT 95-09
  - FSAT 99-03
  - FSAT 01-03A
  - FSAW 98-05
  - HBAT 98-02
  - AC 120-48
  - AC 120-65
  - AC 121-24B
  - AC 121-33
  - ACOB 1-94-3 (ACOB 204)
  - ACOB 1-94-5 (ACOB 206)
  - ACOB 1-94-27 (ACOB 228)
  - ACOB 7-76-23 (ACOB 824)

**SAI SECTION 1 – PROCEDURES ATTRIBUTE**

**Objective:** Procedures, instructions, and information contained in the certificate holder's manual are documented methods for accomplishing a process. Policies contained in the certificate holder's manual should establish the certificate holder's compliance posture. Policies may not be stand-alone statements but may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder's manual has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the duties and responsibilities for management and other personnel identified by the Certificate Holder who accomplish the Flight Attendant Duties / Cabin Procedures process.
- 3 Review the Certificate Holder's manual to ensure that it contains policies, procedures, instructions and information necessary for the Flight Attendant Duties / Cabin Procedures process.

**Questions**

To meet this objective, the inspector must answer the following questions:

- 1 Does the Certificate Holder's manual content meet the specific regulatory and FAA policy requirements for a Flight Attendant Duties / Cabin Procedures process:

- 1.1 Does the Certificate Holder's manual contain general policies for the Flight Attendant Duties / Cabin Procedures process that comply with the specific regulatory requirements?  
SRRs: 121.135(b)(1); 121.306(a); 121.333(a); 121.333(d); 121.333(f); 121.337(c)(2); 121.542(b); 121.549(b); 121.570(a); 121.570(b); 121.573(a); 121.577(a); 121.577(b); 121.577(c); 121.577(d); 121.580; 121.391(a); 121.571(a)

☐ Yes

☐ No, Explain
**Related Design JTIs:**

1. The Certificate Holder's manual system contains a policy that it must provide and use means to prevent each item of galley equipment and each serving cart, when not in use, and each item of crew baggage, which is carried in a passenger or crew compartment from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certificated.

Sources: 121.576; 121.135(b)(1)

Interfaces: 1.3.1-aw; 1.3.9-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.5-op; 3.1.8-op; 4.2.4-op

2. The Certificate Holder's manual system contains a policy that the Certificate Holder may not permit movement of an airplane on the surface, take-off, or land when any food, beverage, or tableware furnished by the Certificate Holder is located at any passenger seat.

- Sources:* 121.577(a); 121.135(b)(1)  
*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op
3. The Certificate Holder's manual system contains a policy that the Certificate Holder may not permit an airplane to move on the surface, take-off, or land unless each food and beverage tray and seat back tray table is secured in its stowed position.  
*Sources:* 121.577(b); 121.135(b)(1)  
*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op
  4. The Certificate Holder's manual system contains a policy that the Certificate Holder may not permit an airplane to move on the surface, take-off, or land unless each passenger serving cart is secured in its stowed position.  
*Sources:* 121.577(c); 121.135(b)(1)  
*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op
  5. The Certificate Holder's manual system contains a policy that the Certificate Holder may not allow an airplane to move on the surface, take-off, or land unless each movie screen that extends into an aisle is stowed.  
*Sources:* 121.577(d); 121.135(b)(1)  
*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op
  6. The Certificate Holder's manual system contains a policy that when operating a turbine powered airplane with a pressurized cabin the Certificate Holder shall furnish oxygen and dispensing equipment in the event of cabin pressurization failure.  
*Sources:* 121.333(a); 121.135(b)(1)  
*Interfaces:* 1.1.2-aw; 1.1.2-op; 2.1.1-aw; 2.1.1-op; 4.2.4-op
  7. The Certificate Holder's manual system contains a policy that no person may cause an airplane carrying passengers to be moved on the surface, take-off, and landing unless each automatically deployable emergency evacuation assisting means is ready for evacuation.  
*Sources:* 121.570(a); 121.135(b)(1)  
*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op
  8. The Certificate Holder's manual system contains a policy that at all times passengers are on board prior to airplane movement on the surface, at least one floor-level exit provides for the egress of passengers through normal or emergency means.  
*Sources:* 121.570(b); 121.135(b)(1)  
*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op
  9. The Certificate Holder's manual system includes a policy that each Certificate Holder operating a passenger carrying airplane shall ensure that all passengers are orally briefed by the appropriate crewmember.  
*Sources:* 121.135(b)(1); 121.571(a)

<p><i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>10. The Certificate Holder manual system contains a policy that no person may operate any prohibited portable electronic device on its U.S. registered civil aircraft under 14CFR Part 121 except as provided by 14 CFR 121.306(b).  <i>Sources:</i> 121.306(a); 121.135(b)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.1–op; 3.1.3–op; 4.2.4–op</p>	
<p>1.2 Does the Certificate Holder's manual cite the regulatory requirements listed in the Supplemental Information section of this SAI?  <i>SRRs:</i> 121.135(b)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.3 Does the Certificate Holder's manual contain the duties and responsibilities for personnel who will accomplish the Flight Attendant Duties / Cabin Procedures process?  <i>SRRs:</i> 121.135(b)(2)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.4 Does the Certificate Holder's manual include instructions and information for personnel to meet the requirements of the Flight Attendant Duties / Cabin Procedures process?  <i>SRRs:</i> 121.135(a)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.5 Does the Certificate Holder's manual include instructions and information to provide the required number of flight attendants on each passenger–carrying airplane?  <i>SRRs:</i> 121.135(a)(1); 121.391(a)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to provide one flight attendant on each airplane with a maximum payload capacity of more than 7,500 pounds and having a seating capacity of more than 9 but less than 51 passengers.  <i>Sources:</i> 121.391(a)(1); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 4.2.4–op</p> <p>2. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to provide one flight attendant on each airplane with a maximum payload capacity of 7,500 pounds or less, and having a seating capacity of more than 19 but less than 51 passengers.  <i>Sources:</i> 121.391(a)(2); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to provide two flight attendants on each airplane with a seating capacity of more than 50 but less than 101 passengers.  <i>Sources:</i> 121.391(a)(3); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 4.2.4–op</p> <p>4. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to provide two flight attendants plus one additional flight attendant for each unit (or part of a unit) of 50 passenger seats above a seating capacity of 100 passengers on each airplane.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>Sources: 121.391(a)(4); 121.135(a)(1) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</p>	
<p>1.6 Does the Certificate Holder's manual include instructions and information to have required flight attendants positioned during taxi, takeoff, and landing as required by 14 CFR 121.391(d)? SRRs: 121.135(a)(1); 121.391(d)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have, during take-off, flight attendants located as near as practicable to required floor level exits and uniformly distributed throughout the airplane in order to provide the most effective egress of passengers in event of an emergency evacuation. Sources: 121.391(d); 121.135(a)(1) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>2. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have, during landing, flight attendants located as near as practicable to required floor level exits and uniformly distributed throughout the airplane in order to provide the most effective egress of passengers in event of an emergency evacuation. Sources: 121.391(d); 121.135(a)(1) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>3. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to, during taxi, have flight attendants required to remain at their duty stations with safety belts and shoulder harnesses fastened except to perform duties related to the safety of the airplane and its occupants. Sources: 121.391(d); 121.135(a)(1) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> </ol>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>
<p>1.7 Does the Certificate Holder's manual include instructions and information to have required flight attendants remain at their duty stations with safety belts and shoulder harnesses fastened during taxi, except to perform duties related to the safety of the airplane and its occupants? SRRs: 121.135(a)(1); 121.391(d)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to, during taxi, have flight attendants required to remain at their duty stations with safety belts and shoulder harnesses fastened except to perform duties related to the safety of the airplane and its occupants. Sources: 121.391(d); 121.135(a)(1) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> </ol>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>

<p>1.8 Does the Certificate Holder's manual include instructions and information to meet the requirements of 14 CFR 121.393 at stops where passengers remain on board?</p> <p>SRRs: 121.135(a)(1); 121.393(b)(1)(i); 121.393(b)(1)(ii); 121.393(b)(1)(iii); 121.393(b)(2); 121.393(b)(3); 121.393(b)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to ensure that at stops where passengers remain on board, the airplane engines are shut down when the number of flight attendants remaining on board is fewer than the flight attendant(s) required by 121.391(a). <i>Sources:</i> 121.393(b)(1)(i); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</li> <li>2. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to ensure that at stops where passengers remain on board, that at least one floor level exit remains open to provide for the deplaning of passengers when the number of flight attendants remaining on board is fewer than the required flight attendant complement. <i>Sources:</i> 121.393(b)(1)(ii); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>3. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to ensure that at stops where passengers remain on board, the number of flight attendants on board is at least half the number required, rounded down to the next lower number in the case of fractions, but never fewer than one. <i>Sources:</i> 121.393(b)(1)(iii); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>4. The Certificate Holder's manual contains instructions and information to personnel concerned that at a stops where passengers remain onboard and the flight attendants remaining onboard is fewer than required by 121.391(a), the Certificate Holder may substitute other persons qualified in the emergency evacuation procedures, if these persons are identified to the passengers. <i>Sources:</i> 121.393(b)(2); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</li> <li>5. The Certificate Holder's manual contains instructions and information to personnel concerned that at a stops where passengers remain onboard and the flight attendants remaining onboard is fewer than required by 121.391(a), and only one flight attendant or other qualified person is onboard, that flight attendant or other qualified person shall be located in accordance with the Certificate Holder's FAA-approved operating procedures.</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>
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<p><i>Sources:</i> 121.393(b)(3); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</p> <p>6. The Certificate Holder's manual contains instructions and information to personnel concerned that at a stops where passengers remain onboard that if more than one flight attendant or other qualified person is on board during a stop, the flight attendants or other qualified persons shall be spaced throughout the cabin to provide the most effective assistance for evacuation in case of an emergency.</p> <p><i>Sources:</i> 121.393(b)(3); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</p>	
<p>1.9 For airplanes on which flight attendants are not required, does the Certificate Holder's manual include instructions and information for stops where passengers remain on board that address the requirements of 14 CFR 121.393(a)?  SRRs: 121.135(a)(1); 121.393(a)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to ensure that on each airplane for which a flight attendant is not required by 121.393(a), a person who is qualified in the emergency evacuation procedures for the airplane in 121.417 and who is identified to the passengers remains near by the airplane in a position to adequately monitor passenger safety and the airplane engines are shut down and at least one floor level exit remains open for the deplaning of passengers.</p> <p><i>Sources:</i> 121.135(a)(1); 121.393(a)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.10 Does the Certificate Holder's manual include instructions and information for each crewmember to have a flashlight in good working order readily available for use on each flight?  SRRs: 121.135(a)(1); 121.549(b)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to have each crewmember on each flight, have readily available for his or her use a flashlight that is in good working order.</p> <p><i>Sources:</i> 121.549(b); 121.135(a)(1)  <i>Interfaces:</i> 1.1.2-aw; 1.1.2-op; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.11 Does the Certificate Holder's manual include instructions and information to prohibit any passenger-carrying airplane from being moved on the surface, taking off, or landing unless each automatically deployable emergency evacuation assisting means, installed under 14 CFR 121.310(a), is ready for evacuation? SRRs: 121.135(a)(1); 121.570(a)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit a person from causing an airplane carrying passengers to be moved on the surface unless each automatically deployable emergency evacuation assisting means is ready for evacuation. <i>Sources:</i> 121.570(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</li> <li>2. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit any person from causing an airplane carrying passengers to take off unless each automatically deployable emergency evacuation assisting means is ready for evacuation. <i>Sources:</i> 121.570(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</li> <li>3. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit a person from causing an airplane carrying passengers to land unless each automatically deployable emergency evacuation assisting means is ready for evacuation. <i>Sources:</i> 121.570(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.12 Does the Certificate Holder's manual include instructions and information to ensure that, whenever passengers are on board prior to airplane movement on the surface, at least one floor-level exit is available for passengers to use by normal or emergency means? SRRs: 121.135(a)(1); 121.570(b)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.13 Does the Certificate Holder's manual provide instructions and information to prohibit the use of any portable electronic device on any U.S.-registered civil aircraft operating under Part 121 except as provided by 14 CFR 121.306(b)? SRRs: 121.135(a)(1); 121.306(a)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system provides information and instruction to personnel concerned that non-prohibited electronic devices may be used on any U.S. registered civil aircraft under 14CFR Part 121. <i>Sources:</i> 121.306(a); 121.135(a)(1); 121.306(b)(1); 121.306(b)(2); 121.306(b)(3); 121.306(b)(4); 121.306(b)(5)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p><i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.1–op; 3.1.3–op; 4.2.4–op</p>	
<p>1.14 Does the Certificate Holder's manual include information on what portable electronic devices are not prohibited under 14 CFR 121.306(b)? SRRs: 121.135(a)(1); 121.306(b)(1); 121.306(b)(2); 121.306(b)(4); 121.306(b)(3); 121.306(b)(5)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system provides information and instruction to personnel concerned that non–prohibited electronic devices may be used on any U.S. registered civil aircraft under 14CFR Part 121. <i>Sources:</i> 121.306(a); 121.135(a)(1); 121.306(b)(1); 121.306(b)(2); 121.306(b)(3); 121.306(b)(4); 121.306(b)(5) <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.1–op; 3.1.3–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain</p>
<p>1.15 Does the Certificate Holder's manual include instructions and information regarding the use of oxygen for each cabin attendant as required by 14 CFR 121.333(d)? SRRs: 121.135(a)(1); 121.333(d)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have each attendant, during flight above flight level 250 flight altitude, carry portable oxygen equipment with at least a 15–minute supply of oxygen unless it is shown that enough portable oxygen units with masks or spare outlets and masks are distributed throughout the cabin to ensure immediate availability of oxygen to each cabin attendant, regardless of his location at the time of cabin depressurization. <i>Sources:</i> 121.333(d); 121.135(a)(1) <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>
<p>1.16 Does the Certificate Holder's manual include instructions and information for a crewmember to provide the instructions and demonstrations for passengers on the use of oxygen before flight is conducted above flight level 250? SRRs: 121.135(a)(1); 121.333(f)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have a crewmember instruct the passengers, before flight is conducted above flight level 250, on the necessity of using oxygen, in the event of cabin depressurization. <i>Sources:</i> 121.333(f); 121.135(a)(1) <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>

<p>2. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have a crewmember point out to the passengers the location of the oxygen–dispensing equipment before flight is conducted above flight level 250.  <i>Sources:</i> 121.333(f); 121.135(a)(1)  <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have a crewmember demonstrate to the passengers the use of the oxygen–dispensing equipment, before flight is conducted above flight level 250.  <i>Sources:</i> 121.333(f); 121.135(a)(1)  <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op</p>	
<p>1.17 Does the Certificate Holder's manual include instructions and information to provide and use means to prevent:  <i>SRRs:</i> 121.135(a)(1); 121.576</p>	
<p>1.17.1 Each item of galley equipment from becoming a hazard by shifting under emergency landing conditions?  <i>SRRs:</i> 121.576  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prevent each item of galley equipment and each serving cart, when not in use which is carried in a passenger or crew compartment from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certificated.  <i>Sources:</i> 121.576; 121.135(a)(1)  <i>Interfaces:</i> 1.3.1–aw; 1.3.9–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.5–op; 3.1.8–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>
<p>1.17.2 Each serving cart, when not in use, from becoming a hazard by shifting under emergency landing conditions?  <i>SRRs:</i> 121.576  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prevent each item of galley equipment and each serving cart, when not in use which is carried in a passenger or crew compartment from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certificated.  <i>Sources:</i> 121.576; 121.135(a)(1)  <i>Interfaces:</i> 1.3.1–aw; 1.3.9–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.5–op; 3.1.8–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>

<p>1.17.3 Each item of crew baggage carried in a passenger or crew compartment from becoming a hazard by shifting under emergency landing conditions? SRRs: 121.576</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prevent each item of crew baggage, which is carried in a passenger or crew compartment from becoming a hazard by shifting under the appropriate load factors corresponding to the emergency landing conditions under which the airplane was type certificated. <i>Sources:</i> 121.576; 121.135(a)(1) <i>Interfaces:</i> 1.3.1-aw; 1.3.9-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.5-op; 3.1.8-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.18 Does the Certificate Holder's manual include instructions and information to prohibit an airplane from moving on the surface, taking off, or landing unless: SRRs: 121.135(a)(1); 121.577</p>	
<p>1.18.1 No food, beverage, or tableware furnished by the Certificate Holder is located at any passenger seat? SRRs: 121.577(a)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to not permit an airplane to land when any food, beverage, or tableware furnished by the Certificate Holder is located at any passenger seat. <i>Sources:</i> 121.577(a); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.18.2 Each food and beverage tray and seat back tray table is secured in its stowed position? SRRs: 121.577(b)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to not permit an airplane to move on the surface unless each food and beverage tray and seat back tray table is secured in its stowed position. <i>Sources:</i> 121.577(b); 121.135(a)(1) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.18.3 Each passenger serving cart is secured in its stowed position? SRRs: 121.577(c)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to not permit an airplane to move on the surface unless each passenger serving cart is secured in its stowed</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>position.  <i>Sources:</i> 121.577(c); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op;  3.1.3–op; 4.2.4–op</p>	
<p>1.18.4 Each movie screen that extends into an aisle is stowed?  SRRs: 121.577(d)  <i>Related Design JTIs:</i>  1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to not permit an airplane to move on the surface unless each movie screen that extends into an aisle is stowed.  <i>Sources:</i> 121.577(d); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op;  3.1.3–op; 4.2.4–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.19 Does the Certificate Holder's manual provide instructions to designate at least one crewmember to check the PBE which is not located at a flight crewmember station before that crewmember takes off in that airplane for his or her first flight of the day?  SRRs: 121.135(a)(1); 121.337(c)(2)  <i>Related Design JTIs:</i>  1. The Certificate Holder has in its operations manual designated at least one crewmember to perform the PBE checks before he or she takes off in that airplane for his or her first flight of the day.  <i>Sources:</i> 121.337(c)(2)  <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op;  4.2.4–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.20 Does the Certificate Holder's manual contain instructions and information for one designated crewmember to perform the PBE check required by 14 CFR 121.337 before the crewmember takes off in that airplane for his or her flight of the day?  SRRs: 121.337(c)(2)  <i>Related Design JTIs:</i>  1. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have each item of PBE located at other than a flight crewmember duty station checked by a designated crewmember to ensure that each is properly stowed.  <i>Sources:</i> 121.337(c)(2); 121.135(a)(1)  <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op  2. The Certificate Holder's manual contains instructions and information necessary for personnel concerned to have each item of PBE located at other than a flight crewmember duty station checked by a designated crewmember to ensure that each is serviceable.  <i>Sources:</i> 121.337(c)(2); 121.135(a)(1)  <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op  3. The Certificate Holder's manual contains instructions and information</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>necessary for personnel concerned to have each item of PBE located at other than a flight crewmember duty station checked by a designated crewmember to ensure that each is properly charged, if not chemically generated.</p> <p><i>Sources:</i> 121.337(c)(2); 121.135(a)(1)</p> <p><i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 4.2.4–op</p>	
<p>1.21 Does the Certificate Holder's manual contain instructions and information to prohibit nonessential communications between the cabin and cockpit crews that could interfere with or distract any flight crewmember from the performance of his or her duties during critical phases of flight?</p> <p>SRRs: 121.135(a)(1); 121.542(b); 121.542(c)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit activities such as engaging in non–essential conversations within the cockpit and non–essential communication between the cabin and cockpit crews during critical phases of flight.</li> </ol> <p><i>Sources:</i> 121.542(b); 121.135(a)(1)</p> <p><i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>
<p>1.22 Does the Certificate Holder's manual contain information that no person may assault, threaten, intimidate, or interfere with a crewmember in the performance of the crewmember's duties aboard an aircraft being operated under 14 CFR Part 121?</p> <p>SRRs: 121.135(b)(24); 121.580</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system contains instructions and information to personnel concerned that no person may assault, threaten, intimidate, or interfere with a crewmember in the performance of the crewmember's duties aboard an aircraft being operated under 14 CFR Part 121.</li> </ol> <p><i>Sources:</i> 121.580; 121.135(a)(1)</p> <p><i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>
<p>1.23 Does the Certificate Holder's manual contain procedures to ensure that all passengers are orally briefed by the appropriate crewmember before each takeoff on the:</p>	
<p>1.23.1 Smoking requirements identified in 14 CFR 121.571(a)(1)(i)?</p> <p>SRRs: 121.571(a)(1)(i); 121.571(c)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system includes procedures to ensure that all passengers are orally briefed by the appropriate crewmember before each takeoff on when, where, and under what conditions smoking is prohibited.</li> </ol> <p><i>Sources:</i> 121.571(a)(1)(i); 121.571(c)</p> <p><i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <ol style="list-style-type: none"> <li>2. The Certificate Holder's manual system includes procedures to ensure that passenger briefings include a</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>



<p>statement that the Federal Aviation Regulations require passenger compliance with the lighted passenger information signs, posted placards, areas designated for safety purposes as no smoking areas, and crewmember instructions with regard to these items.  <i>Sources:</i> 121.571(a)(1)(i); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual system includes procedures to ensure that passenger briefings include a statement that Federal law prohibits tampering with, disabling, or destroying any smoke detector in an airplane lavatory; smoking in lavatories; and, when applicable, smoking in passenger compartments.  <i>Sources:</i> 121.571(a)(1)(i); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	
<p>1.23.2 Location of emergency exits?  SRRs: 121.571(a)(1)(ii); 121.571(c)  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures to ensure that all passengers are orally briefed by the appropriate crewmember before each takeoff on the location of emergency exits.  <i>Sources:</i> 121.571(a)(1)(ii); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.23.3 Use of safety belts and instructions as required by 14 CFR 121.571(a)(1)(iii)?  SRRs: 121.571(a)(1)(iii); 121.571(c)  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures to ensure that all passengers are orally briefed by the appropriate crewmember before each takeoff on the use of safety belts, including instructions on how to fasten and unfasten the safety belts.  <i>Sources:</i> 121.571(a)(1)(iii); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>2. The Certificate Holder's manual system includes procedures to ensure that each passenger shall be briefed before each take off on when, where, and under what conditions the safety belt must be fastened about that passenger.  <i>Sources:</i> 121.571(a)(1)(iii); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual system includes procedures to ensure before each take-off that briefings shall include a statement that the Federal Aviation Regulations require passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of safety belts.  <i>Sources:</i> 121.571(a)(1)(iii); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain



<p>1.23.4 Location and use of any required emergency flotation means? SRRs: 121.571(a)(1)(iv); 121.571(c)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system includes procedures to ensure that all passengers are orally briefed by the appropriate crewmember before each takeoff on the location and use of any required emergency flotation means. <i>Sources:</i> 121.571(a)(1)(iv); 121.571(c) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.24 Does the Certificate Holder's manual contain procedures to ensure that, on operations that do not use a flight attendant, all passengers are orally briefed by the appropriate crewmember before each takeoff, on the information required by 14 CFR 121.571(a)(1)(v)(A-D)? SRRs: 121.571(a)(1)(v)(A); 121.571(a)(1)(v)(B); 121.571(a)(1)(v)(C); 121.571(a)(1)(v)(D); 121.571(c)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant, that all passengers are orally briefed by the appropriate crewmember on the placement of seat backs in an upright position before takeoff. <i>Sources:</i> 121.571(a)(1)(v)(A); 121.571(c) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</li> <li>2. The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant, that all passengers are orally briefed by the appropriate crewmember on the placement of seat backs in an upright position before landing. <i>Sources:</i> 121.571(a)(1)(v)(A); 121.571(c) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</li> <li>3. The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant all passengers are orally briefed by the appropriate crewmember before each takeoff on the location of survival equipment. <i>Sources:</i> 121.571(a)(1)(v)(B); 121.571(c) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</li> <li>4. The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant, that all passengers are orally briefed by the appropriate crewmember before each takeoff if the flight involves operations above 12,000 MSL on the normal use of oxygen. <i>Sources:</i> 121.571(a)(1)(v)(C); 121.571(c) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</li> <li>5. The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant, that all passengers are orally briefed by the appropriate crewmember before each takeoff if the flight involves operations above 12,000 MSL on the emergency use of oxygen. <i>Sources:</i> 121.571(a)(1)(v)(C); 121.571(c) <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</li> <li>6.</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant, that all passengers are orally briefed by the appropriate crewmember before each takeoff on the location of fire extinguisher.  <i>Sources:</i> 121.571(a)(1)(v)(D); 121.571(c)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</p> <p>7. The Certificate Holder's manual system includes procedures to ensure that on operations that do not use a flight attendant, that all passengers are orally briefed by the appropriate crewmember before each takeoff on the operation of fire extinguisher.  <i>Sources:</i> 121.571(a)(1)(v)(D); 121.571(c)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</p>	
<p>1.25 Does the Certificate Holder's manual contain procedures to ensure that after each takeoff, all passengers are orally briefed by the appropriate crewmember immediately before or immediately after turning the seat belt sign off, that passengers should keep their seatbelt fastened, while seated, even when the seat belt sign is off?  <i>SRRs:</i> 121.571(a)(2); 121.571(c)  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures to ensure that after each takeoff, immediately before or immediately after turning the seat belt sign off, an announcement shall be made that all passengers should keep their seat belts fastened, while seated, even when the seat belt sign is off.  <i>Sources:</i> 121.571(a)(2); 121.571(c)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.26 Does the Certificate Holder's manual contain procedures for a required crewmember assigned to the flight to, before each takeoff, conduct an individual briefing with each person who may need the assistance of another person to move quickly to an exit in the event of an emergency as required by 14 CFR 121.571(a)(3) and (a)(4)?  <i>SRRs:</i> 121.571(a)(3); 121.571(a)(4); 121.571(c)  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures to ensure that before each takeoff a required crewmember assigned to the flight shall conduct an individual briefing of each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency. In the briefing the required crewmember shall brief the person and his attendant, if any, on the routes to each appropriate exit in the event of an emergency.  <i>Sources:</i> 121.571(a)(3)(i); 121.571(c)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 4.2.4-op</p> <p>2. The Certificate Holder's manual system includes procedures to ensure that before each takeoff a required crewmember assigned to the flight shall conduct an individual briefing of each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency. In the briefing the required crewmember shall</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>brief the person and his attendant, if any, on the most appropriate time to begin moving to an exit in the event of an emergency.  <i>Sources:</i> 121.571(a)(3)(i); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual system includes procedures to ensure that before each takeoff a required crewmember assigned to the flight shall conduct an individual briefing of each person who may need the assistance of another person to move expeditiously to an exit in the event of an emergency. In the briefing the required crewmember shall inquire of the person and his attendant, if any, as to the most appropriate manner of assisting the person so as to prevent pain and further injury.  <i>Sources:</i> 121.571(a)(3)(ii); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>4. The Certificate Holder's manual system includes procedures that a briefing is not required for a person who may need assistance, when they have been given a briefing before a previous leg of a flight in the same aircraft when the crewmembers on duty have been advised as to the most appropriate manner of assisting the person so as to prevent pain and further injury.  <i>Sources:</i> 121.571(a)(4); 121.571(c)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	
<p>1.27 Does the Certificate Holder's manual contain procedures to ensure that in extended overwater operations the appropriate crewmember orally briefs all passengers on the location and operation of life preservers, liferafts, and other flotation means, including a demonstration of the method of donning and inflating a life preserver?  SRRs: 121.573(a); 121.573(b)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers are orally briefed by the appropriate crewmember on the location of life preservers.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>2. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers are orally briefed by the appropriate crewmember on the operation of life preservers.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers are orally briefed by the appropriate crewmember on the location liferafts.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>4. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<p>passengers are orally briefed by the appropriate crewmember on the operation of liferafts.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>5. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers are orally briefed by the appropriate crewmember on the location of other flotation means.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>6. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers are orally briefed by the appropriate crewmember on the operation of other flotation means.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>7. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers receive a demonstration of the method of donning a life preserver.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p> <p>8. The Certificate Holder's manual system includes procedures that when operating an airplane in extended overwater operations all passengers receive a demonstration of the method inflating a life preserver.  <i>Sources:</i> 121.573(a); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	
1.28 Does the Certificate Holder's manual contain procedures to ensure that in extended overwater operations:	
<p>1.28.1 If the airplane proceeds directly over water after takeoff, the briefing required by 14 CFR 121.573(a) is done before takeoff?  SRRs: 121.573(b); 121.573(c)  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures that if the airplane proceeds directly over water after takeoff, the briefing must be done before takeoff.  <i>Sources:</i> 121.573(c); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.28.2 If the airplane does not proceed directly over water after takeoff, the entire briefing required by 14 CFR 121.573(a) is given before reaching the overwater part of the flight?  SRRs: 121.573(b); 121.573(d)  <i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system includes procedures that if the airplane does not proceed directly over water after takeoff, no part of the briefing has to be given before takeoff, but the entire briefing must be given before reaching the overwater part of the flight.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p><i>Sources:</i> 121.573(d); 121.573(b)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 3.1.1–op; 4.2.4–op</p>	
<p>1.29 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the related requirements of 14 CFR Part 121.135? Related CFRs: 121.135(b)(10); 121.135(b)(11); 121.135(b)(18)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system includes procedures for familiarizing passengers with the use of emergency equipment, during flight.  <i>Sources:</i> 121.135(b)(10)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.1–op; 4.2.4–op</li> <li>2. The Certificate Holder's manual system includes procedures for supervising and protecting passengers during refueling.  <i>Sources:</i> 121.135(b)(18)  <i>Interfaces:</i> 1.3.16–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.1–op; 3.1.3–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>
<p>1.30 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the related requirements of 14 CFR Part 121.137? Related CFRs: 121.137(b)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system includes instructions and information necessary for personnel concerned to have each person to whom a manual or appropriate parts of it are furnished keep it up to date with the changes and additions.  <i>Sources:</i> 121.137(b); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 4.2.4–op</li> <li>2. The Certificate Holder's manual system includes instructions and information to personnel concerned so that flight attendant(s) have the required manual or appropriate parts of it accessible when performing assigned duties.  <i>Sources:</i> 121.137(b); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.3–aw; 2.1.3–op; 2.1.4–aw; 2.1.4–op; 4.2.4–op</li> </ol>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>
<p>1.31 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the related requirements of 14 CFR Part 121.309? Related CFRs: 121.309(b)(1); 121.309(b)(2)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual system includes instructions and information to personnel concerned that each item of emergency equipment must be inspected regularly in accordance with inspection periods established in the operations specifications to ensure its condition for continued serviceability and immediate readiness to perform its intended emergency purposes.  <i>Sources:</i> 121.309(b)(1); 121.135(a)(1)</li> </ol>	<p><input type="checkbox"/> Not Applicable  <input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain</p>

<p><i>Interfaces:</i> 1.3.1–aw; 1.3.2–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>2. The Certificate Holder's manual system includes instructions and information to personnel concerned that each item of flotation equipment must be inspected regularly in accordance with inspection periods established in the operations specifications to ensure its condition for continued serviceability and immediate readiness to perform its intended emergency purposes. <i>Sources:</i> 121.309(b)(1); 121.135(a)(1) <i>Interfaces:</i> 1.3.1–aw; 1.3.2–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>3. The Certificate Holder's manual system includes instructions and information to personnel concerned that each item of emergency equipment must be readily accessible to the crew. <i>Sources:</i> 121.309(b)(2); 121.135(a)(1) <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 4.2.4–op</p> <p>4. The Certificate Holder's manual system includes instructions and information to personnel concerned that each item of flotation equipment must be readily accessible to the crew. <i>Sources:</i> 121.309(b)(2); 121.135(a)(1) <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 4.2.4–op</p> <p>5. The Certificate Holder's manual system includes instructions and information to personnel concerned that each item of emergency equipment in the passenger compartment must be readily accessible to passengers. <i>Sources:</i> 121.309(b)(2); 121.135(a)(1) <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.1–op; 3.1.3–op; 4.2.4–op</p> <p>6. The Certificate Holder's manual system includes instructions and information to personnel concerned that each item of flotation equipment in the passenger compartment must be readily accessible to passengers. <i>Sources:</i> 121.309(b)(2); 121.135(a)(1) <i>Interfaces:</i> 1.1.2–aw; 1.1.2–op; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 4.2.4–op</p>	
<p>1.32 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the related requirements of 14 CFR Part 121.397? Related CFRs: 121.397(a); 121.397(b)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system will describe the functions for each type and model of airplane, assigned to each category of required crewmember, as appropriate, the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. The Certificate</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable</p>



<p>Holder shall show those functions in 121.397(a) are realistic, can be practically accomplished, and will meet any reasonably anticipated emergency including the possible incapacitation of individual crewmembers or their inability to reach the passenger cabin because of shifting cargo in combination cargo-passenger airplanes  <i>Sources:</i> 121.397(a); 121.397(b)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 4.2.4-op</p> <p>2. The Certificate Holder's manual system includes the functions of each category of required crewmembers under paragraph (a) of 121.397.  <i>Sources:</i> 121.397(b)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 4.2.4-op</p>	
<p>1.33 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the related requirements of 14 CFR Part 121.574?  Related CFRs: 121.574(a)(7); 121.574(b); 121.574(c); 121.574(a)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to allow a passenger to carry and operate equipment for the storage, generation, or dispensing of oxygen when each person using the equipment is seated, so as not to restrict access to or use of any required emergency, or regular exit or of the aisle in the passenger compartment.  <i>Sources:</i> 121.574(a)(7); 121.135(a)(1)  <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 4.2.4-op; 5.1.5-op</p> <p>2. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit any person from smoking within 10 feet of oxygen storage and dispensing equipment.  <i>Sources:</i> 121.574(b); 121.135(a)(1)  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 4.2.4-op; 5.1.5-op</p> <p>3. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit any person to connect or disconnect oxygen dispensing equipment, to or from a gaseous oxygen cylinder while any passenger is aboard the airplane.  <i>Sources:</i> 121.574(c); 121.135(a)(1)  <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 4.2.4-op; 5.1.5-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.34 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the related requirements of 14 CFR Part 121.575?  Related CFRs: 121.575(b)(1); 121.575(b)(2); 121.575(b)(3); 121.575(c); 121.575(d)</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

prohibit any person from boarding any of its aircraft if that person appears to be intoxicated.

*Sources:* 121.575(c); 121.135(a)(1)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 5.1.5-op

2. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to within five days after the incident, report to the Administrator any person who consumes any alcoholic beverage aboard its aircraft which the Certificate Holder operating the aircraft has not served to him.

*Sources:* 121.575(d)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 5.1.5-op

3. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to, within five days of the incident, report to the Administrator any disturbance caused by a person who appears to be intoxicated aboard any of its aircraft.

*Sources:* 121.575(d)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 5.1.5-op

4. The Certificate Holder's manual system contains a policy regarding serving alcoholic beverages and handling passengers who appear to be intoxicated.

*Sources:* 121.135(b)(1); 121.575(b)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 5.1.5-op

5. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit serving any alcoholic beverage to any person aboard any of its aircraft who appears to be intoxicated.

*Sources:* 121.575(b)(1); 121.135(a)(1)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 5.1.5-op

6. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit the service of any alcoholic beverages to any person aboard any of its aircraft who is escorting a person or being escorted by armed law enforcement officers.

*Sources:* 121.575(b)(2); 121.135(a)(1)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.4-op; 5.1.5-op

7. The Certificate Holder's manual system contains instructions and information necessary for personnel concerned to prohibit the service of any alcoholic beverages to any person aboard any of its aircraft who has a deadly or dangerous weapon accessible to him while aboard the aircraft.

*Sources:* 121.575(b)(3); 121.135(a)(1)

*Interfaces:* 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op;



<p>3.1.1–op; 3.1.3–op; 4.2.4–op; 5.1.5–op</p> <p>1.35 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 95–09?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information relating to child restraint devices tell personnel concerned that a flight attendant must check with the child's parent to ensure that the car seat is approved. <i>Sources:</i> FSAT 95–09, Paragraph A.(2) <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 3.1.5–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> <li>2. The Certificate Holder's instructions and information relating to child restraint devices state that a flight attendant must check with the child's parent to ensure that the car seat is the right size and weight. <i>Sources:</i> FSAT 95–09, Paragraph A.(2) <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 3.1.5–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> <li>3. The Certificate Holder's instructions and information relating to child restraint devices state that a flight attendant must check with the child's parent to ensure that the child is properly restrained. <i>Sources:</i> FSAT 95–09, Paragraph A.(2) <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 3.1.5–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> <li>4. The Certificate Holder's instructions and information relating to child restraint devices state that a flight attendant must check with the child's parent to ensure that the car seat is properly installed in a forward–facing passenger seat. <i>Sources:</i> FSAT 95–09, Paragraph A.(2) <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 3.1.5–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>
<p>1.36 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 99–03?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information relating to child restraint devices state that flight attendants should be aware of the following item pertaining to child restraint systems: the child restraint system should have a solid back and seat. <i>Sources:</i> FSAT 99–03, Paragraph 3. B. <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 3.1.5–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> <li>2. The Certificate Holder's instructions and information relating to child restraint devices state that flight attendants should be aware of the following item pertaining to child restraint systems: the child restraint system should have restraint straps installed. <i>Sources:</i> FSAT 99–03, Paragraph 3. B. <i>Interfaces:</i> 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 3.1.3–op; 3.1.5–op; 4.2.3–op; 4.2.4–op; 4.2.6–op</li> <li>3.</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<p>The Certificate Holder's instructions and information relating to child restraint devices state that flight attendants should be aware of the following items pertaining to child restraint systems: the child restraint system should have labels stating approved for aviation use.  <i>Sources:</i> FSAT 99-03, Paragraph 3. B.  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 3.1.5-op; 4.2.3-op; 4.2.4-op; 4.2.6-op</p> <p>4. The Certificate Holder's instructions and information state that flight attendants should be aware of the following items pertaining to child restraint systems: the child restraint system should have instructions on the label for its use.  <i>Sources:</i> FSAT 99-03, Paragraph 3. B.  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 3.1.5-op; 4.2.3-op; 4.2.4-op; 4.2.6-op</p>	
<p>1.37 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAT 01-3A?</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual system contains instructions and information to personnel concerned that during the passenger boarding and deplaning phase on each flight, all of the flight attendants required by 121.391(a) must be onboard the airplane.  <i>Sources:</i> FSAT 01-03A, paragraph B.1  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op; 4.2.6-op; 5.1.1-aw</p> <p>2. The Certificate Holder's manual system contains instructions and information to personnel concerned that during an intermediate stop where passengers remain onboard, the number of required flight attendants, or persons trained in emergency procedures may be reduced according to 121.393(b). However, during the deplaning and boarding phase at an intermediate stop where passengers remain on board, all of the flight attendants required by 121.391(a) must be onboard the airplane.  <i>Sources:</i> FSAT 01-03A, paragraph B.2.  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op; 4.2.6-op; 5.1.1-aw</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>
<p>1.38 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Flight Standards Information Bulletin FSAW 98-05?</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's manual contains instructions and information to tell Crewmembers they must inform the pilot in command when a medical portable electronic device (PED) is removed from its storage and use.  <i>Sources:</i> FSAW 98-05, Paragraph 3.C.  <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.4-op</p>	<p><input type="checkbox"/> Yes  <input type="checkbox"/> No, Explain  <input type="checkbox"/> Not Applicable</p>

<p>1.39 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Flight Standards Handbook Bulletin HBAAT 98-02?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel state that a crewmember should ensure that the galley restraints are available. <i>Sources:</i> HBAAT 98-02, Paragraph 3.A.(1) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>2. The Certificate Holder's instructions and information to personnel state that a crewmember should ensure that the galley restraints are functioning properly. <i>Sources:</i> HBAAT 98-02, Paragraph 3.A.(1) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>3. The Certificate Holder's instructions and information to personnel state that after landing, flight attendants should ensure that all reports of malfunctioning galley restraints, galley components and galley carts are properly reported/documented. <i>Sources:</i> HBAAT 98-02, Paragraph 3.E.(6) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op</li> <li>4. The Certificate Holder's instructions and information to personnel state that a flight attendant should pull vigorously on carts, oven doors, drawers, and other components to ensure that they are secured. <i>Sources:</i> HBAAT 98-02, Paragraph 3.D.(1) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op</li> <li>5. The Certificate Holder's manual instructions and information to personnel state that a flight attendant should ensure the safe and correct parking of carts on mushrooms, if applicable. <i>Sources:</i> HBAAT 98-02, Paragraph 3.D.(2) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op</li> <li>6. The Certificate Holder's instructions and information to personnel concerned state that a flight attendant should ensure that brakes are operational on carts equipped with brakes. <i>Sources:</i> HBAAT 98-02, Paragraph 3.D.(3) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op</li> <li>7. The Certificate Holder's instructions and information to personnel state that a flight attendant should ensure that the key is in the locked position, if keys are applicable to the container. <i>Sources:</i> HBAAT 98-02, Paragraph 3.D.(4) <i>Interfaces:</i> 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op</li> <li>8. The Certificate Holder's instructions and information to personnel</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
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state that a flight attendant should ensure galley curtains are secured open for take-off.

*Sources:* HBAT 98-02, Paragraph 3.D.(5)

*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op

9. The Certificate Holder's instructions and information to personnel concerned state that a flight attendant should ensure galley curtains are secured open for landing.  
*Sources:* HBAT 98-02, Paragraph 3.D.(5)  
*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op
10. The Certificate Holder's instructions and information to personnel concerned state that a flight attendant should visually check the galley, galley components, and galley cart security.  
*Sources:* HBAT 98-02, Paragraph 3.D.(6)  
*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op
11. The Certificate Holder's instructions and information to personnel concerned state that prior to movement on the surface, a flight attendant should ensure that all primary galley restraints are available and in working order.  
*Sources:* HBAT 98-02, Paragraph 3.E.(1)  
*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op
12. The Certificate Holder's instructions and information to personnel concerned state that prior to movement on the surface, a flight attendant must ensure that all galley items should be picked up and stowed with the exception of paper cups and plastic glasses as long as galley security is maintained.  
*Sources:* HBAT 98-02, Paragraph 3.E.(2)(a)  
*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op
13. The Certificate Holder's instructions and information to personnel concerned state that prior to take-off, flight attendants should ensure that the galley and galley components are properly stowed and restrained.  
*Sources:* HBAT 98-02, Paragraph 3.E.(3)  
*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op
14. The Certificate Holder's instructions and information to personnel concerned state that while in flight flight attendants should ensure that galley carts are not left unattended.  
*Sources:* HBAT 98-02, Paragraph 3.E.(4)(b)  
*Interfaces:* 1.3.1-aw; 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 4.2.4-op
15. The Certificate Holder's instructions and information to personnel concerned state that while in flight flight attendants should not be more than 10 feet away (approximately three rows) from carts left in the aisles.  
*Sources:* HBAT 98-02, Paragraph 3.E.(4)(b)

<p><i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>16. The Certificate Holder's instructions and information to personnel concerned state that while in flight flight attendants should not park carts out of their normal galley take-off/landing positions unless they can be properly restrained. <i>Sources:</i> HBAT 98–02, Paragraph 3.E.(4)(c) <i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>17. The Certificate Holder's instructions and information to personnel concerned state that while in flight flight attendants may place cart in other cabin locations provided they are equipped with proper restraint devices, such as mushrooms, cart restraint straps, etc., however, most items should be cleared from the top of the carts. <i>Sources:</i> HBAT 98–02, Paragraph 3.E.(4)(c) <i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>18. The Certificate Holder's instructions and information to personnel concerned state that while in flight cart restocking should be done in the galley. <i>Sources:</i> HBAT 98–02, Paragraph 3.E.(4)(c) <i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>19. The Certificate Holder's instructions and information to personnel concerned state that while in flight, when the cart is stationary the brake must be engaged. <i>Sources:</i> HBAT 98–02, Paragraph 3.E.(4)(d) <i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>20. The Certificate Holder's instructions and information to personnel concerned state that Flight attendants should maintain galleys in an orderly fashion. This means supplies should be stowed or left in their containers and tops of the carts should be kept as clear as possible. During light turbulence hot liquids should be removed from the tops of carts. <i>Sources:</i> HBAT 98–02, Paragraph 3.E.(4)(e) <i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p> <p>21. The Certificate Holder's instructions and information to personnel concerned state that prior to landing, flight attendants should ensure that all galleys are properly restrained and that galley components are properly stowed and restrained. <i>Sources:</i> HBAT 98–02, Paragraph 3.E.(5) <i>Interfaces:</i> 1.3.1–aw; 2.1.1–aw; 2.1.1–op; 2.1.2–aw; 2.1.2–op; 4.2.4–op</p>	
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<p>1.40 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Advisory Circular 120-48?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should inform the captain either by interphone or signal, that the cabin is secure for takeoff. <i>Sources:</i> AC 120-48 5.a <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>2. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should inform the captain either by interphone or signal, that the cabin is secure for landing. <i>Sources:</i> AC 120-48 5.a <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>3. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should advise the flight crew about the severity of turbulence so that the seatbelt sign can be illuminated. <i>Sources:</i> AC 120-48 5.b. <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>4. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should be aware of all conditions of the emergency prior to selecting and briefing passenger assistance. <i>Sources:</i> AC 120-48 5.c. <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>5. The Certificate Holder's instructions and information to personnel concerned state that during an emergency flight attendants should know the nature of the emergency, time available to prepare the cabin, what the bracing signal will be and if there are any special instructions. <i>Sources:</i> AC 120-48 7. <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>6. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should participate in preflight briefings that should include crew member names, weather, estimated flight time, unusual circumstances, flight deck entry procedures, review of emergency communication procedures, details of meal service or any other topics pertinent to safety and flight operations. <i>Sources:</i> AC 120-48 9.a. <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.3-op; 4.2.3-op; 4.2.4-op; 4.2.6-op; 5.1.5-op</li> </ol>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>
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<p>1.41 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Advisory Circular 120-65?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel concerned state that in instances involving interference with crewmembers in the performance of their duties, operators should make it clear to all employees what action should be taken when an incident occurs and involves a crewmember. <i>Sources:</i> AC 120-65 5 <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op; 4.2.6-op; 5.1.5-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.42 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Advisory Circular 121-24B?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel concerned state that at forward facing seats equipped with inertial reel shoulder harness, the flight attendants should sit back in the seat and rest their chins on their sternum when assuming a brace position. The flight attendants' arms and hands should be positioned in their laps or holding onto the side of their seats, but should not be holding onto their restraint system. <i>Sources:</i> AC 121-24B Appendix 4 a. <i>Interfaces:</i> 1.1.2-aw; 1.1.2-op; 2.1.1-aw; 2.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>2. The Certificate Holder's instructions and information to personnel concerned state that at forward facing seats equipped with non-inertial reel type shoulder harnesses, the flight attendants should fasten their shoulder harnesses as tight as possible, lean against them, and rest their chins on their sternums when assuming a brace position. The flight attendants' arms and hands should be positioned in their laps or holding onto the side of their seats, but should not be holding onto their restraint system. <i>Sources:</i> AC 121-24B Appendix 4 a. <i>Interfaces:</i> 1.1.2-aw; 1.1.2-op; 2.1.1-aw; 2.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>3. The Certificate Holder's instructions and information to personnel concerned state that in rear facing flight attendant seats, the flight attendants should sit back in their seats, rest their heads against their seat backs or head rests and have the restraint systems, either inertial or non-inertial type as tight as possible when assuming a brace position. Their hands should not be clasped behind their heads, but may be positioned as in forward facing seat. <i>Sources:</i> AC 121-24B Appendix 4 a. <i>Interfaces:</i> 1.1.2-aw; 1.1.2-op; 2.1.1-aw; 2.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>1.43 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Advisory Circular 121-33?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should grant access to the equipment only to trained crewmembers or to other persons qualified and trained in the use of emergency medical equipment. <i>Sources:</i> AC 121-33 11 <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op; 4.2.6-op; 5.1.5-op</li> <li>2. The Certificate Holder's instructions and information to personnel concerned state that it would be preferable for flight attendants to check the credentials of passengers holding themselves out as medical specialists. <i>Sources:</i> AC 121-33 11 <i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op; 4.2.6-op; 5.1.5-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.44 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1-94-3 (ACOB 204)?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's manual states that the flight attendants must be uniformly distributed throughout the operation of flight, including when the aircraft is parked at the gate and during movement on the surface, to provide passengers the most effective egress in the event of aircraft evacuation. <i>Sources:</i> ACOB No. 1-94-3, Distribution of Flight Attendants (ACOB 204) <i>Interfaces:</i> 2.1.1-op; 3.1.1-op; 4.2.4-op</li> <li>2. The Certificate Holder's manual states that flight attendants shall not congregate in one area (such as the first class cabin) when passengers are on board. <i>Sources:</i> ACOB No. 1-94-3, Distribution of Flight Attendants, paragraph a. (ACOB 204) <i>Interfaces:</i> 2.1.1-op; 4.2.4-op</li> <li>3. The Certificate Holder's manual states the location of required flight attendant stations that is not be contrary to the Type Certification Data Sheet of the Flight Standards Board (FSB) report for that aircraft. <i>Sources:</i> ACOB No. 1-94-3, Distribution of Flight Attendants, paragraphs b. and c. (ACOB 204) <i>Interfaces:</i> 2.1.1-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable



<p>1.45 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1-94-5 (ACOB 206)?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel concerned state that supernumerary personnel are to be seated during take-off. Sources: 8430.17 ACOB 206. 1-94-5 Use of Supernumerary Personnel in Aircraft Cabins, c.(2) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>2. The Certificate Holder's instructions and information to personnel concerned state that supernumerary personnel are to be seated during landing. Sources: 8430.17 ACOB 206. 1-94-5 Use of Supernumerary Personnel in Aircraft Cabins, c.(2) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>3. The Certificate Holder's instructions and information to personnel concerned state that supernumerary personnel are to be seated during surface movement. Sources: 8430.17 ACOB 206. 1-94-5 Use of Supernumerary Personnel in Aircraft Cabins, c.(2) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> <li>4. The Certificate Holder's instructions and information to personnel concerned state that supernumerary personnel must comply with the seat belt requirements of 121.317. Sources: 8430.17 ACOB 206. 1-94-5 Use of Supernumerary Personnel in Aircraft Cabins, c.(2) Interfaces: 2.1.1-aw; 2.1.1-op; 4.2.4-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.46 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Air Carrier Operations Bulletin 1-94-27 (ACOB 228)?</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> <li>1. The Certificate Holder's instructions and information to personnel concerned state that a crewmember should announce that, "the flight will be landing shortly, now is the time to use the lavatory or move about the cabin, and once the seat belt sign is illuminated, passengers should be in their seats with their seat belts fastened." Sources: 8430.17 ACOB 228. 1-94-27 Passenger Seatbelt Discipline, Paragraph b. Interfaces: 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</li> <li>2. The Certificate Holder's instructions and information to personnel concerned state that flight attendants should require passengers to be seated before the passenger loading door is closed. Sources: 8430.17 ACOB 228. 1-94-27, Passenger Seatbelt Discipline Paragraph d. Interfaces: 2.1.1-aw; 2.1.1-op; 2.1.2-aw; 2.1.2-op; 3.1.1-op; 4.2.4-op; 4.2.6-op; 5.1.5-op</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<p>1.47 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process comply with the guidance contained in FAA Air Carrier Operations Bulletin 7-76-23 (ACOB 824)?</p> <p><i>Related Design JTIs:</i></p> <p>1. The Certificate Holder's instructions and information to personnel concerned state that when the seat belt sign is illuminated for long periods of time, a public address announcement should be made at regular intervals.</p> <p><i>Sources:</i> 8430.17 ACOB 824. 7-76-23 Actions Relative to Turbulence Encounters, Paragraph (a)</p> <p><i>Interfaces:</i> 2.1.1-aw; 2.1.1-op; 3.1.1-op; 3.1.3-op; 4.2.3-op; 4.2.4-op</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>1.48 If alternate procedures exist for use during irregular conditions, do the alternate procedures provide an equivalent level of safety to achieve the same results as the primary procedures?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<b>SAI SECTION 1 – PROCEDURES ATTRIBUTE</b> <b>–Drop Down Menu</b>	
1. No procedures, policy, instructions or information specified.	
2. Procedures or instructions and information do not identify (who, what, when, where, how).	
3. Procedures, policy or instructions and information do not comply with CFR.	
4. Procedures, policy or instructions and information do not comply with FAA policy and guidance.	
5. Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).	
6. Procedures, policy or instructions and information unclear or incomplete.	
7. Documentation quality (e.g., unreadable or illegible).	
8. Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM – Flight Operations Manual to GMM – General Maintenance Manual, etc.).	
9. Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).	
10. Resource requirements incomplete (personnel, facilities, equipment, technical data).	
11. Other.	

**SAI SECTION 2 – CONTROLS ATTRIBUTE**

**Objective:** Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the manual system to ensure that the most important manual policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the control questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the controls that it has documented.

**Questions**

To meet this objective, the inspector must answer the following questions:

- 2 Are the following controls built into the Flight Attendant Duties / Cabin Procedures process:
 

2.1 Is there a control in place to ensure that required cabin pre-flight duties are conducted in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.2 Is there a control in place to ensure that checks of emergency and flotation equipment are accomplished by appropriate personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.3 Is there a control in place to ensure that crew briefings are conducted in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Is there a control in place to ensure that all flight attendants are in possession of a current manual when performing assigned duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Is there a control in place to ensure that flight attendants are evenly distributed throughout the aircraft in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Is there a control in place to ensure that flight attendants prepare the passenger cabin for movement on the surface, takeoff, and landing in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.7 Is there a control in place to ensure that aircraft exits are armed/disarmed in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Is there a control in place to ensure that safety demonstrations and passenger briefings are accomplished in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

2.9 Is there a control in place to ensure that the flight deck door is closed and locked in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.10 Is there a control in place to ensure that flight attendants are properly restrained at their assigned duty station for movement on the surface, takeoff and landing, unless performing safety-related duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.11 Is there a control in place to ensure that galleys and carts are secured during movement on the surface, takeoff, and landing and when not in use in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.12 Is there a control in place to ensure that flight attendants observe sterile flight deck procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.13 Is there a control in place to ensure that restricted passengers (such as armed individuals, prisoners, escorts, and intoxicated passengers) are not served alcohol?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.14 Is there a control in place to ensure that cabin maintenance discrepancies are documented in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.15 Is there a control in place to ensure that all passenger irregularities/disturbances are reported in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.16 Is there a control in place to ensure that the Certificate Holder's procedures for the number of required crewmembers on board the aircraft are followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.17 Is there a control in place to ensure that passengers remaining onboard during enroute stops are monitored in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.18 Is there a control in place to ensure that aircraft occupants comply with the Certificate Holder's restrictions regarding prohibited electronic devices?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.19 Is there a control in place to ensure flight attendants monitor passenger compliance with regulations throughout the flight?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.20 Is there a control in place to ensure flight attendants know the Certificate Holder's normal operating procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.21 Is there a control in place to ensure flight attendants know the Certificate Holder's emergency procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.22 Does the Certificate Holder have a documented method for assessing the impact of any changes made to the controls in the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 2 – CONTROLS ATTRIBUTE –Drop Down Menu</b>
1. No controls specified.
2. Documentation for the controls do not identify (who, what, when, where, how).
3. Controls incomplete.
4. Controls could be circumvented.
5. Controls could be unenforceable.
6. Resource requirements incomplete (personnel, facilities, equipment, technical data).
7. Other.

**SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE**

**Objective:** Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety–related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection–related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the process measurement questions below.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the process measurements that it has documented.

**Questions**

To meet this objective, the inspector must answer the following questions:

- 3 Does the Certificate Holder's Flight Attendant Duties / Cabin Procedures process include the following process measurements:
 

3.1 Process measurements that would reveal when required cabin pre-flight duties were not conducted in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.2 Process measurements that would reveal when checks of emergency and flotation equipment were not accomplished by appropriate personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.3 Process measurements that would reveal when a crew briefing was not conducted in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.4 Process measurements that would reveal when flight attendants failed to be in possession of a current manual when performing assigned duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.5 Process measurements that would reveal when flight attendants failed to be evenly distributed throughout the aircraft in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.6 Process measurements that would reveal when flight attendants failed to prepare the passenger cabin for movement on the surface, takeoff and landing in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

3.7 Process measurements that would reveal when aircraft exits were not armed/disarmed in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.8 Process measurements that would reveal when safety demonstrations and passenger briefings were not accomplished in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.9 Process measurements that would reveal when the flight deck door was not closed and locked in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.10 Process measurements that would reveal when flight attendants failed to be properly restrained at their assigned duty station for movement on the surface, takeoff, and landing, unless performing safety-related duties?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.11 Process measurements that would reveal when galleys and carts were not secured during movement on the surface, takeoff, and landing or when not in use in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.12 Process measurements that would reveal when flight attendants failed to observe sterile flight deck procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.13 Process measurements that would reveal when restricted passengers (such as armed individuals, prisoners, escorts, and intoxicated passengers) were served alcohol?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.14 Process measurements that would reveal when cabin maintenance discrepancies were not documented in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.15 Process measurements that would reveal when passenger irregularities/disturbances were not reported in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.16 Process measurements that would reveal when the Certificate Holder's procedures for the number of required crewmembers on board the aircraft were not followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.17 Process measurements that would reveal when passengers remaining onboard during enroute stops were not monitored in accordance with the Certificate Holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.18 Process measurements that would reveal when aircraft occupants did not comply with the Certificate Holder's restrictions regarding prohibited electronic devices?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.19 Process measurements that would reveal when flight attendants failed to monitor passenger compliance with the regulations throughout the flight?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.20 Process measurements that would reveal when flight attendants did not know the Certificate Holder's normal operating procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable



3.21 Process measurements that would reveal when flight attendants did not know the Certificate Holder's emergency procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
3.22 Does the Certificate Holder document its process measurement methods and results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.23 Does the organization that conducts the process measurements have direct access to the person with responsibility for the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

<b>SAI SECTION 3 – PROCESS MEASUREMENT ATTRIBUTE –Drop Down Menu</b>	
1. No process measurements specified.	
2. Documentation for the process measurements does not identify (who, what, when, where, how).	
3. Inability to identify negative findings.	
4. No provisions for implementing corrective actions.	
5. Ineffective follow-up to determine effectiveness of corrective actions.	
6. Resources requirements (personnel, facilities, equipment, technical data).	
7. Other.	

**SAI SECTION 4 – INTERFACES ATTRIBUTE**

**Objective:** Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different manuals within the certificate holder's manual system must be consistent and complement each other. For the interfaces to be effectively managed, it is not only important to identify what the interfaces are, but it is imperative to document the specific location of the interfaces within the certificate holder's manual system.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the interfaces associated with the Flight Attendant Duties / Cabin Procedures process that have been identified along with the individual questions in the Procedures Section (1) of this data collection tool.
- 2 Review the Certificate Holder's policies, procedures, instructions and information to gain an understanding of the interfaces that it has documented.

**Questions**

To meet this objective, the inspector must answer the following questions:

NOTE: ALL EXPLANATIONS IN THE DROP DOWN MENU FOR "NO" ANSWERS MUST INCLUDE THE INDIVIDUAL QUESTION NUMBER FROM THE PROCEDURES SECTION (1) OF THIS DATA COLLECTION TOOL AND THE ELEMENT NUMBER(S) OF THE INTERFACE(S) THAT WERE NOT ADDRESSED.

4. Does the Certificate Holder's manual:

4.1 Properly address the interfaces that are identified along with the individual questions in the Procedures Section (1)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.2 Document a method for assessing the impact of any changes to the associated interfaces within the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.3 List additional interfaces identified during the accomplishment of this SAI.	Free form text: <input type="text"/>

<b>SAI SECTION 4 – INTERFACES ATTRIBUTE –Drop Down Menu</b>
1. No interfaces specified.
2. The following interfaces not identified within the Certificate Holder's manual system:
3. Interfaces listed are inaccurate.
4. Specific location of interfaces not identified within the manual system.
5. Other

**SAI SECTION 5 – MANAGEMENT RESPONSIBILITY & AUTHORITY ATTRIBUTE**

**Objective:** The questions in this section of the DCT address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Identify the person who has overall responsibility for the Flight Attendant Duties / Cabin Procedures process.
- 2 Identify the person who has overall authority for the Flight Attendant Duties / Cabin Procedures process.
- 3 Review the duties and responsibilities of the person(s), documented in the Certificate Holder's manual.
- 4 Review the appropriate organizational chart.

**Questions**

To meet this objective, the inspector must answer the following questions:

5. Are the following aspects of the Management Responsibility and Authority Attributes addressed in the Flight Attendant Duties / Cabin Procedures process:
  - 5.1 Does the Certificate Holder's manual clearly identify who is responsible for the quality of the Flight Attendant Duties / Cabin Procedures process?
 

☐ Yes  
☐ No, Explain Name/Title:
  - 5.2 Does the Certificate Holder's manual clearly identify who has authority to establish and modify the policies, procedures, instructions and information for the Flight Attendant Duties / Cabin Procedures process?
 

☐ Yes  
☐ No, Explain Name/Title:
  - 5.3 Does the Certificate Holder's manual include the duties and responsibilities of those who manage the work required by the Flight Attendant Duties / Cabin Procedures process?  
SRRs: 121.135(b)(2)
 

☐ Yes  
☐ No, Explain
  - 5.4 Does the Certificate Holder's manual include instructions and information for those who manage the work required by the Flight Attendant Duties / Cabin Procedures process?  
SRRs: 121.135(a)(1)
 

☐ Yes  
☐ No, Explain
  - 5.5 Does the Certificate Holder's manual clearly and completely document the authority for this position?
 

☐ Yes  
☐ No, Explain
  - 5.6 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having responsibility for the Flight Attendant Duties / Cabin Procedures process?
 

☐ Yes  
☐ No, Explain
  - 5.7 Does the Certificate Holder's manual clearly and completely document their qualification standards for the person having authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Flight Attendant Duties / Cabin Procedures process?
 

☐ Yes  
☐ No, Explain

5.8 Does the Certificate Holder's manual clearly and completely document the procedures for delegation of authority for the Flight Attendant Duties / Cabin Procedures process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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<b>SAI SECTION 5 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY ATTRIBUTE –Drop Down Menu</b>
1. Not documented.
2. Documentation unclear.
3. Documentation incomplete.
4. Other.